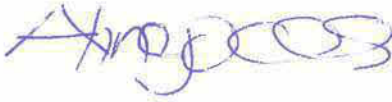


MEMORANDUM

TO: Docket Control

FROM: Elijah O. Abinah 
Director
Utilities Division

DATE: August 30, 2019

RE: IN THE MATTER OF PROPOSED MODIFICATIONS TO THE RULES
REGARDING TERMINATION OF SERVICE. (DOCKET NO. RU-00000A-19-
0132)

SUBJECT: PROPOSED MODIFICATIONS TO THE ARIZONA ADMINISTRATIVE
CODE

During the Arizona Corporation Commission's ("Commission") June 2019 Open Meeting, the Emergency Rulemaking Regarding the Termination of Service was approved in Decision No. 77260 ("Emergency Rulemaking"). This Emergency Rulemaking provided for a prohibition of residential service disconnection during the period of June through October 15. The Emergency Rulemaking is in effect for a period of 180 days.

The Commission's Utilities Division Staff ("Staff") is proposing modifications to the Arizona Administrative Code ("A.A.C.") regarding the provisions of service, termination of service, and administrative reporting requirements in Attachment 1. These modifications would replace the Emergency Rulemaking in the A.A.C. Attachment 1 is not all of the comprehensive rules in Sections R14-2-201 through R14-2-610, but only those sections for which Staff has suggested modifications.

Staff will be scheduling the only workshop to discuss these proposed modifications on September 30, 2019 to begin at 10:00 a.m. Please submit any written comments or suggested changes regarding these proposed modifications to this docket by September 23, 2019.

EOA:CLA:elr/MAS

Originator: Candrea Allen

**TITLE 14. PUBLIC SERVICE CORPORATIONS; CORPORATIONS AND
ASSOCIATIONS; SECURITIES REGULATION
CHAPTER 2. CORPORATION COMMISSION - FIXED UTILITIES**

ARTICLE 2. ELECTRIC UTILITIES

- R14-2-201. Definitions
- R14-2-208. Provision of Service
- R14-2-211. Termination of Service
- R14-2-212. Administrative and Hearing Requirements

R14-2-201. Definitions

In this Article, unless the context otherwise requires, the following definitions shall apply. In addition, the definitions contained in Article 16, Retail Electric Competition, shall apply in this Article unless the context otherwise requires.

1. No change
2. No change
3. No change
4. No change
5. No change
6. No change
7. No change
8. No change
9. No change
10. No change
11. No change
12. No change
13. No change
14. "Elderly" means a person who is 62 years of age or older.
15. No change
16. ~~"Handicapped" means a person with a physical or mental impairment that substantially contributes to the person's inability to manage his or her own resources, carry out activities of daily living, or protect oneself from neglect or hazardous situations without assistance of others.~~
17. ~~"Illness." A medical ailment or sickness for which a residential customer obtains a verified document from a licensed medical physician stating the nature of the illness and that discontinuance of service would be especially dangerous to the customer's health.~~
18. No change
 - a. No change
 - b. No change
 - c. No change
 - d. No change

19. No change
20. No change
21. No change
22. No change
23. No change
24. No change
25. No change
26. No change
27. No change
28. No change
29. No change
30. No change
31. No change
32. No change
33. No change
34. No change
35. No change
36. No change
37. No change
38. No change
39. No change
40. No change
41. No change
42. No change
43. No change
44. No change
45. No change
46. ~~“Weather especially dangerous to health.” That period of time commencing with the scheduled termination date when the local weather forecast, as predicted by the National Oceanographic and Administration Service, indicates that the temperature will not exceed~~

~~32 degrees Fahrenheit for the next day's forecast. The Commission may determine that other weather conditions are especially dangerous to health as the need arises.~~

R14-2-208 Provision of Service

A. No change

1. No change
2. No change
3. No change

B. No change

1. No change
2. No change
3. No change
4. No change
5. No change

C. No change

1. No change
2. No change
3. No change

D. Service interruptions

1. No change
2. No change
3. No change
4. When a utility plans to interrupt service for more than four hours to perform necessary repairs or maintenance, the utility shall attempt to inform affected customers at least 2448 hours in advance of the scheduled date and estimated duration of the service interruption. Such repairs shall be completed in the shortest possible time to minimize the inconvenience to the customers of the utility.
5. The Commission, Consumer Services Section, shall be notified of any interruption in service affecting the entire system or any significant portion thereof. The interruption of service and cause shall be reported by telephone submitting an Outage Report Form via online submission or by telephone call, which is followed by a written report, within two

hours after the responsible representative of the utility becomes is made aware of said interruption, and followed by a written report to the Commission.

E. No change

F. No change

1. No change

2. No change

R14-2-211. Termination of Service

A. Non-permissible reasons to disconnect service. A utility may not disconnect service for any of the reasons stated below:

1. No change

2. No change

3. No change

4. No change

5. A utility shall not terminate residential service where the customer has an inability to pay and:

a. The customer can establish, on an annual basis, through medical documentation that, in the opinion of a licensed medical ~~physician~~ practitioner, termination would be especially dangerous to the health of a customer or a permanent resident residing on the customer's premises, or

b. Life supporting equipment used in the home that is dependent on utility service ~~for operation of such apparatus, or,~~

~~c. Where weather will be especially dangerous to health as defined or as determined by the Commission.~~

6. Residential service to ~~ill, elderly or handicapped persons~~ customers who have an inability to pay will not be terminated until all of the following have been ~~attempted~~ completed:

a. The customer has been informed of the availability of funds from various government and social assistance agencies ~~of which the utility is aware~~ and methods of contacting those agencies.

- b. If applicable, A a third party previously designated by the customer has been notified, has been given three days to make arrangements to pay the outstanding utility bill, and has not made arrangements to pay the outstanding utility bill.
 - c. The customer or an adult resident has been notified in person at the address where service is provided at least 48 hours before the date upon which termination would occur. The utility shall make at least two efforts for in-person contact and shall provide two written notices posted at the customer's residence in connection with these efforts, in conspicuous locations at the customer's residence, such as a front door and by the garage door.
 - d. The utility shall telephone the customer after completion of the requirements of subsection (6) (c).
7. A utility shall maintain records for three years demonstrating compliance with subsection (A)(6).
78. A customer utilizing the provisions of subsection (A)(5) or (A)(6) above may be required to enter into a deferred payment ~~agreement~~-arrangement with the utility within 10 days after the scheduled termination date.
89. No change
10. A utility shall not terminate residential service if the local weather forecast, as predicted by the National Weather Service, indicates that the weather in the area of the service address:
- a. Will include temperatures that do not exceed 32° F for the next five days' forecast;
 - b. Will include temperatures that exceed 95° F for the next five days' forecast; or
 - c. Will include other weather conditions that the Commission has determined, by order, are especially dangerous to health.
11. A utility shall not terminate residential service unless the utility's office or business facilities, including call centers, are open and available to the public on the day of termination and the day following the day of termination.
12. A utility shall issue an alert to customers, using the customer's preferred means of communication regarding the five days' forecast to all customers affected by the five days' forecast.
- B. No change

1. No change
 - a. No change
 - b. No change
 - c. No change

2. No change

3. No change

C. Termination of service with notice

1. No change

a. No change

b. No change

c. No change

d. No change

e. No change

f. When necessary for the utility to comply with an order of any governmental agency having such jurisdiction, or

g. Unauthorized resale of equipment or service.

2. No change

D. Termination notice requirements

1. No utility shall terminate service to ~~any of its~~ a customers without providing advance ~~written notice to the customer,~~ using the customer's preferred method of communication on file, of the utility's intent to disconnect service, except under those conditions specified where advance ~~written~~ notice is not required.

2. Such advance ~~written~~ notice shall contain, at a minimum, the following information:

a. No change

b. No change

c. No change

d. No change

e. No change

3. No change

E. Timing of terminations with notice

1. Each utility shall be required to give at least ~~five~~ ten days' advance ~~written~~ notice using the customer's preferred method of communication on file prior to the termination date.
2. Such notice shall be considered to be given to the customer when a copy thereof is left with the customer, using the customer's preferred method of communication on file and or posted first class in the United States mail, addressed to the customer's last known address.
3. If after the period of time allowed by the notice has elapsed and the delinquent account has not been paid nor arrangements made with the utility for the payment thereof or in the case of a violation of the utility's rules the customer has not satisfied the utility that such violation has ceased, the utility shall provide the customer a final notice using the customer's preferred method of communication on file, two days prior to the termination day specified and may then terminate service on or after the day specified in the notice without giving further notice.
4. No change
5. No change

F. No change

1. No change
2. No change

G. Customer responsibility

1. A customer shall be responsible for managing energy use when a utility is not permitted to disconnect service to the customer under subsection (A).
2. A customer shall be financially responsible for any bill accrued during periods when a utility is not permitted to disconnect service to the customer under subsection (A).
3. A customer shall enter into a payment plan if the utility is not permitted to disconnect service to the customer under subsection (A)(10) within 15 days of receiving utility notice under (H)(2).

H. Utility responsibility

1. When a utility is not permitted to disconnect service to the customer under subsection (A)(10), the utility shall immediately notify the customer of the following:
 - a. The reason that the utility is not permitted to disconnect service,
 - b. The expected date on which service shall be disconnected, if applicable, and
 - c. The potential actions the customer may take to prevent the disconnection of service.

2. When a utility is not permitted to disconnect service to a customer under subsection (A)(10), the utility shall immediately notify the customer of the requirement to enter into a payment plan.

R14-2-212. Administrative and Hearing Requirements

A. No change

1. No change
2. No change
3. No change
4. No change
5. No change
 - a. No change
 - b. No change
 - c. No change
 - d. No change

B. No change

1. No change
2. No change
 - a. No change
 - b. No change
 - c. No change
 - d. No change
3. No change

C. No change

1. No change
2. No change
 - a. No change
 - b. No change
 - c. No change
 - d. No change
 - e. No change
3. No change

4. No change

D. No change

1. No change

2. No change

E. No change

1. No change

2. No change

3. No change

4. No change

5. No change

6. No change

a. No change

b. No change

c. No change

7. No change

8. No change

F. Filing of tariffs

1. No change

2. No change

3. No change

4. Each utility shall post its applicable tariffs on a website or electronic information medium easily accessible to the general public or make the tariff available upon request to the utility.

G. No change

1. No change

2. No change

3. No change

4. No change

5. No change

H. No change

I. No change

J. No change

**TITLE 14. PUBLIC SERVICE CORPORATIONS; CORPORATIONS AND
ASSOCIATIONS; SECURITIES REGULATION
CHAPTER 2. CORPORATION COMMISSION - FIXED UTILITIES**

ARTICLE 3. GAS UTILITIES

- R14-2-301. Definitions
- R14-2-308. Provision of Service
- R14-2-311. Termination of Service
- R14-2-312. Administrative and Hearing Requirements

R14-2-301. Definitions

In this Article, unless the context otherwise requires, the following definitions shall apply. In addition, the definitions contained in Article 16, Retail Electric Competition, shall apply in this Article unless the context otherwise requires.

1. No change

2. No change

3. No change

4. No change

5. No change

6. No change

7. No change

8. No change

9. No change

10. No change

11. No change

a. No change

b. No change

c. No change

12. No change

13. No change

14. No change

15. No change

16. No change

17. No change

~~18. "Elderly" means a person who is 62 years of age or older.~~

~~19. "Handicapped." A person with a physical or mental condition that substantially contributes to the person's inability to manage his or her own resources, carry out activities of daily living, or protect oneself from neglect or hazardous situations without assistance from others.~~

~~20. "Illness." A medical ailment or sickness for which a residential customer obtains a verified document from~~

~~—a licensed physician stating the nature of the illness and that discontinuance of service would be especially dangerous to the customer's health.~~

21. No change

a. No change

b. No change

c. No change

d. No change

22. No change

23. No change

24. No change

25. No change

26. No change

27. No change

28. No change

29. No change

30. No change

31. No change

32. No change

33. No change

34. No change

35. No change

36. No change

37. No change

38. No change

39. No change

40. No change

41. No change

42. No change

43. No change

44. No change

45. No change

- 46. No change
- 47. No change
- 48. No change
- 49. ~~“Weather especially dangerous to health.” That period of time commencing with the scheduled termination date when the local weather forecast, as predicted by the National Oceanographic and Administration Service, indicates that the temperature will not exceed 32 degrees Fahrenheit for the next day’s forecast. The Commission may determine that other weather conditions are especially dangerous to health as the need arises.~~

R14-2-308 Provision of Service

- A. No change
 - 1. No change
 - 2. No change
 - 3. No change
 - 4. No change
- B. No change
 - 1. No change
 - 2. No change
 - 3. No change
 - 4. No change
 - 5. No change
- C. No change
 - 1. No change
 - 2. No change
 - 3. No change
- D. No Change
- E. Service Interruptions
 - 1. No change
 - 2. No change
 - 3. No change
 - 4. When a utility plans to interrupt service for more than four hours to perform necessary repairs or maintenance, the utility shall attempt to inform affected customers at least 24 48 hours

in advance of the scheduled date and estimated duration of the service interruption. Such repairs shall be completed in the shortest possible time to minimize the inconvenience to the customers of the utility.

5. The Commission, Consumer Services Section, shall be notified of any interruptions in service affecting the entire system or any ~~major division~~ significant portion thereof. The interruption of service and cause shall be reported by telephone submitting an Outage Report Form via online submission or by telephone call, which is followed by a written report, within ~~one-two~~ hours after the responsible representative of the utility ~~becomes~~ is made aware of said interruption, ~~and followed by a written report to the Commission.~~

F. No Change

G. No Change

1. No change

2. No change

H. No Change

R14-2-311. Termination of Service

A. Nonpermissible reasons to disconnect service. A utility may not disconnect for any service for any of the reasons stated below:

1. No change

2. No change

3. No change

4. No change

5. A utility shall not terminate residential service where the customer has an inability to pay and:

a. The customer can establish, on an annual basis, through medical documentation that, in the opinion of a licensed medical ~~physician~~ practitioner, termination would be especially dangerous to the health of a customer or a permanent resident residing on the customer's premises, or

b. Life supporting equipment used in the home is dependent on utility service. ~~for operation of such apparatus~~

~~c. Where weather will be especially dangerous to health as defined or determined by the Commission~~

6. Residential service to ~~the ill, elderly or disabled persons~~ customers who have an inability to pay will not be terminated unless all of the following have been ~~attempted~~ completed:
- a. The customer has been informed of the availability of funds from various government and social assistance agencies and methods of contacting those agencies.
 - b. If applicable, A a third party previously designated by the customer has been notified, has been given three days to make arrangements to pay the outstanding utility bill, and has not made arrangements to pay the outstanding utility bill.
 - c. The customer or an adult resident has been notified in person at the address where service is provided at least 48 hours before the date upon which termination would occur. The utility shall make at least two efforts for in-person contact and shall provide two written notices posted at the customer's residence in connection with these efforts, in conspicuous locations at the customer's residence, such as a front door and by the garage door.
 - d. The utility shall telephone the customer after completion of the requirements of subsection (6) (c).
7. A utility shall maintain records for three years demonstrating compliance with this subsection (A)(6).
78. A customer utilizing the provisions of subsection (A)(5) or (A)(6) above may be required to enter into a deferred payment ~~agreement~~ arrangement with the utility within 10 days after the scheduled termination date.
89. No change
910. No change
11. A utility shall not terminate residential service if the local weather forecast, as predicted by the National Weather Service, indicates that the weather in the area of the service address:
- a. Will include temperatures that do not exceed 32° F for the next five days' forecast; or
 - b. Will include other weather conditions that the Commission has determined, by order, are especially dangerous to health.

12. A utility shall not terminate residential service unless the utility's office-or business facilities, including call centers, are open and available to the public on the day of termination and the day following the day of termination.

13. A utility shall issue an alert to customers, using the customer's preferred means of communication regarding the five days' forecast to all customers affected by the five days' forecast.

B. No change

1. No change

a. No change

b. No change

c. No change

2. No change

3. No change

C. Termination of service with notice

1. No change

a. No change

b. No change

c. No change

d. No change

e. No change

f. When necessary for the utility to comply with an order of any governmental agency having such jurisdiction-, or

g. Unauthorized resale of equipment or service.

2. No change

D. Termination notice requirements

1. No utility shall terminate service to a any-of its customers without providing advance written notice, using the customer's preferred method of communication on file, of the utility's intent to disconnect service, except under those conditions specified where advance written notice is not required.

2. Such advance ~~written~~ notice shall contain, at a minimum, the following information:

a. No change

- b. No change
- c. No change
- d. A statement advising the customer to contact the utility at a specific address or phone number for information regarding any deferred payment or other procedures which the utility may offer or work out some other mutually agreeable solution to avoid termination of the customer's service.
- e. A statement advising the customer that the utility's stated reason for the termination of services may be disputed by contacting the utility at a specific address or phone number, advising the utility of the dispute and making arrangements to discuss the cause for termination with a responsible employee of the utility in advance of the scheduled date of termination. The responsible employee shall be empowered to resolve the dispute and the utility shall retain the option to terminate service after affording this opportunity for a meeting and concluding that the reason for termination is just and advising the customer of his or her right to file a complaint with the Commission.

3. No change

E. Timing of terminations with notice

- 1. Each utility shall be required to give at least ~~five~~ ten days' advance ~~written~~ notice using the customer's preferred method of communication on file prior to the termination date.
- 2. Such notice shall be considered to be given to the customer when a copy thereof is left with the customer, using the customer's preferred method of communication on file and ~~or~~ posted first class in the United States mail, addressed to the customer's last known address.
- 3. If after the period of time allowed by the notice has elapsed and the delinquent account has not been paid nor arrangements made with the utility, for the payment thereof, or in the case of a violation of the utility's rules the customer has not satisfied the utility that such violation has ceased, the utility shall provide the customer a final notice using the customer's preferred method of communication on file two days prior to the termination day specified and may then terminate service on or after the days specified in the notice without giving further notice.
- 4. No change
- 5. No change

F. No change

1. No change
2. No change

G. Customer responsibility

1. A customer shall be responsible for managing therm usage when a utility is not permitted to disconnect service to the customer under subsection (A).
2. A customer shall be financially responsible for any bill accrued during periods when a utility is not permitted to disconnect service to the customer under subsection (A).
3. A customer shall enter into a payment plan, if the utility is not permitted to disconnect service to the customer under subsection (A)(11) within 15 days of receiving utility notice under (H)(2).

H. Utility responsibility

1. When a utility is not permitted to disconnect service to the customer under subsection (A)(11), the utility shall immediately notify the customer of the following:
 - a. The reason that the utility is not permitted to disconnect service,
 - b. The expected date on which service shall be disconnected, if applicable, and
 - c. The potential actions the customer may take to prevent the disconnection of service.
2. When a utility is not permitted to disconnect service to a customer under subsection (A)(11), the utility shall immediately notify the customer of the requirement to enter into a payment plan.

R14-2-312. Administrative and Hearing Requirements

A. No change

1. No change
2. No change
3. No change
4. No change
5. No change
 - a. No change
 - b. No change
 - c. No change
 - d. No change

B. No change

1. No change
2. No change
 - a. No change
 - b. No change
 - c. No change
 - d. No change
3. No change

C. No change

1. No change
2. No change
 - a. No change
 - b. No change
 - c. No change
 - d. No change
 - e. No change
3. No change
4. No change

D. No change

1. No change
2. No change

E. No change

1. No change
2. No change
3. No change
4. No change
5. No change
6. No change
 - a. No change
 - b. No change
 - c. No change

7. No change

8. No change

F. Filing of tariffs

1. No change

2. No change

3. No change

4. Each utility shall post its applicable tariffs on a website or electronic information medium easily accessible to the general public or make the tariff available upon request to the utility.

G. No change

1. No change

2. No change

3. No change

4. No change

5. No change

6. No change

H. No change

I. No change

J. No change

**TITLE 14. PUBLIC SERVICE CORPORATIONS; CORPORATIONS AND
ASSOCIATIONS; SECURITIES REGULATION**

CHAPTER 2. CORPORATION COMMISSION - FIXED UTILITIES

ARTICLE 4. WATER UTILITIES

- R14-2-401. Definitions
- R14-2-407. Provision of Service
- R14-2-410. Termination of Service
- R14-2-411 Administrative and Hearing Requirements

R14-2-401. Definitions

In this Article, unless the context otherwise requires, the following definitions shall apply:

1. No change
2. No change
3. No change
4. No change
5. No change
6. No change
7. No change
8. No change
9. No change
10. No change
11. No change
12. No change
13. No change
14. No change
15. No change
16. No change
17. No change
18. No change
19. No change
20. No change
21. No change
22. No change
23. No change
24. No change
25. No change
26. No change
27. No change
28. No change
29. No change

- 30. No change
- 31. No change
- 32. No change
- 33. No change
- 34. No change
- 35. No change
- 36. No change

R-14-2-407. Provision of Service

A. No change

B. No change

1. No change

2. No change

3. No change

4. No change

5. No change

6. No change

C. No change

1. No change

2. No change

3. No change

D. Service Interruptions

1. No change

2. No change

3. No change

4. When a utility plans to interrupt service for more than four hours to perform necessary repairs or maintenance, the utility shall attempt to inform affected customers at least ~~24~~48 hours in advance of the scheduled date and estimated duration of the service interruption. Such repairs shall be completed in the shortest possible time to minimize the inconvenience to the customers of the utility.

5. The Commission, Consumer Services Section, shall be notified of any interruptions in service affecting the entire system or any ~~major division~~ significant portion thereof. The

~~interruption of service and cause shall be reported within four hours after the responsible representative of the utility becomes aware of said interruption by telephone to the Commission reported by submitting an Outage Report Form via online submission or by telephone call, which is followed by a written report, within two hours after the responsible representative of the utility is made aware of said interruption, and followed by a written report to the Commission.~~

E. No change

F. No change

R14-2-410. Termination of Service

A. Nonpermissible reasons to disconnect service. A utility may not disconnect for any service for any of the reasons stated below:

1. No change

2. No change

3. No change

4. No change

5. A utility shall not terminate residential service where the customer has an inability to pay and:

a. The customer can establish, on an annual basis, through medical documentation that, in the opinion of a licensed medical practitioner, termination would be especially dangerous to the health of a customer or a permanent resident residing on the customer's premises, or

b. Life supporting equipment used in the home that is dependent on utility service.

6. Residential service customers who have an inability to pay will not be terminated until all of the following have been completed:

a. The customer has been informed of the availability of funds from various government and social assistance agencies and methods of contacting those agencies.

b. If applicable, a third party previously designated by the customer has been notified, has been given three days to make arrangements to pay the outstanding utility bill, and has not made arrangements to pay the outstanding utility bill.

c. The customer or an adult resident has been notified in person at the address where service is provided at least 48 hours before the date upon which termination would occur.

The utility shall make at least two efforts for in-person contact and shall provide two written notices posted at the customer's residence in connection with these efforts, in conspicuous locations at the customer's residence, such as a front door and by the garage door.

d. The utility shall telephone the customer after completion of the requirements of subsection (6) (c).

7. A utility shall maintain records for three years demonstrating compliance with subsection (A)(6).

8. A customer utilizing the provisions of subsection (A)(5) or (A)(6) above may be required to enter into a deferred payment arrangement with the utility within 10 days after the scheduled termination date.

9. Failure to pay the bill of another customer as guarantor thereof.

10. Disputed bills where the customer has complied with the Commission's rules on customer bill disputes.

11. A utility shall not terminate residential service unless the utility's office or business facilities, including call centers, are open and available is open to the public on the day of termination and the day following the day of termination.

B. No change

1. No change

a. No change

b. No change

c. No change

d. No change

2. No change

3. No change

C. Termination of service with notice

1. No change

a. No change

b. No change

c. No change

d. No change

- e. No change
- f. When necessary for the utility to comply with an order of any governmental agency having such jurisdiction-, or
- g. Unauthorized resale of equipment or service.

2. No change

D. Termination notice requirements

1. No utility shall terminate service to a any of its customers without providing advance notice, using the customer's preferred method of communication on file, ~~written notice to the customer~~ of the utility's intent to disconnect service, except under those conditions specified where advance ~~written~~ notice is not required.
2. Such advance ~~written~~ notice shall contain, at a minimum, the following information:
 - a. No change
 - b. No change
 - c. No change
 - d. A statement advising the customer to contact the utility at a specific address or phone number for information regarding any deferred payment or other procedures which the utility may offer or work out some other mutually agreeable solution to avoid termination of the customer's service.
 - e. A statement advising the customer that the utility's stated reason for the termination of services may be disputed by contacting the utility at a specific address or phone number, advising the utility of the dispute and making arrangements to discuss the cause for termination with a responsible employee of the utility in advance of the scheduled date of termination. The responsible employee shall be empowered to resolve the dispute and the utility shall retain the option to terminate service after affording this opportunity for a meeting and concluding that the reason for termination is just and advising the customer of his or her right to file a complaint with the Commission.
3. Where applicable, a copy of the termination notice will be simultaneously forwarded to designated third parties.

E. Timing of terminations with notice

1. Each utility shall be required to give at least ten days' advance ~~written~~ notice using the customer's preferred method of communication on file prior to the termination date.
 2. Such notice shall be considered to be given to the customer when a copy thereof is left with the customer, using the customer's preferred method of communication on file and or posted first class in the United States mail, addressed to the customer's last known address.
 3. If after the period of time allowed by the notice has elapsed and the delinquent account has not been paid nor arrangements made with the utility for the payment thereof or in the case of a violation of the utility's rules the customer has not satisfied the utility that such violation has ceased, the utility shall provide the customer a final notice using the customer's preferred method of communication on file, two days prior to the termination day specified and may then terminate service on or after the day specified in the notice without giving further notice.
 4. No change
 5. No change
- F. No change
1. No change
 2. No change

G. Customer responsibility

1. A customer shall be responsible for managing water use when a utility is not permitted to disconnect service to the customer under subsection (A).
2. A customer shall be financially responsible for any bill accrued during periods when a utility is not permitted to disconnect service to the customer under subsection (A).
3. A customer shall enter into a payment plan, if the utility is not permitted to disconnect service to the customer under subsection (A) within 15 days of receiving utility notice under (H)(2).

H. Utility responsibility

1. When a utility is not permitted to disconnect service to the customer under subsection (A), the utility shall immediately notify the customer of the following:
 - a. The reason that the utility is not permitted to disconnect service,
 - b. The expected date on which service shall be disconnected, if applicable, and
 - c. The potential actions the customer may take to prevent the disconnection of service.

2. When a utility is not permitted to disconnect service to a customer under subsection (A), the utility shall immediately notify the customer of the requirement to enter into a payment plan.

R14-2-411. Administrative and Hearing Requirements

A. No change

1. No change
2. No change
3. No change
4. No change
5. No change
 - a. No change
 - b. No change
 - c. No change
 - d. No change

B. Customer bill disputes

1. Any utility customer who disputes a portion of a bill rendered for utility service shall pay the undisputed portion of the bill and notify the utility's designated representative that such unpaid amount is in dispute prior to the delinquent date of the bill.
2. Upon receipt of the customer notice of dispute, the utility shall:
 - a. Notify the customer within five working days of the receipt of a written dispute notice.
 - b. Initiate a prompt investigation as to the source of the dispute.
 - c. Withhold disconnection of service until the investigation is completed and the customer is informed of the results. Upon request of the customer the utility shall report the results of the investigation in writing.
 - d. Inform the customer of his right of appeal to the Commission.
3. Once the customer has received the results of the utility's investigation, the customer shall submit payment within five working days to the utility for any disputed amounts. Failure to make full payment shall be grounds for termination of service.

C. Commission resolution of service and/or bill disputes

1. In the event a customer and utility cannot resolve a service and/or bill dispute, the customer shall file a written statement of dissatisfaction with the Commission; by submitting such notice to the Commission, the customer shall be deemed to have filed an informal complaint against the utility.
2. Within 30 days of the receipt of a written statement of customer dissatisfaction related to a service or bill dispute, a designated representative of the Commission shall endeavor to resolve the dispute by correspondence and/or telephone with the utility and the customer. If resolution of the dispute is not achieved within 20 days of the Commission representative's initial effort, the Commission shall hold an informal hearing to arbitrate the resolution of the dispute. The informal hearing shall be governed by the following rules:
 - a. Each party may be represented by legal counsel, if desired.
 - b. All such informal hearings may be recorded or held in the presence of a stenographer.
 - c. All parties will have the opportunity to present written or oral evidentiary material to support the positions of the individual parties.
 - d. All parties and the Commission's representative shall be given the opportunity for cross-examination of the various parties.
 - e. The Commission's representative will render a written decision to all parties within five working days after the date of the informal hearing. Such written decision of the arbitrator is not binding on any of the parties and the parties will still have the right to make a formal complaint to the Commission.
3. The utility may implement normal termination procedures if the customer fails to pay all bills rendered during the resolution of the dispute by the Commission.
4. Each utility shall maintain a record of written statements of dissatisfaction and their resolution for a minimum of one year and make such records available for Commission inspection.

B.D. No change

1. No change
2. No change

C.E. No change

1. No change

2. No change
3. No change
4. No change
5. No change
6. No change
 - a. No change
 - b. No change
 - c. No change
7. No change
8. No change

F. Filing tariffs

1. Each utility shall file with the Commission tariffs which are in compliance with the rules and regulations promulgated by the Arizona Corporation Commission within 120 days of the effective date of such rules.
2. Each utility shall file with the Commission any proposed changes to the tariffs on file with the Commission; such proposed changes shall be accompanied by a statement of justification supporting the proposed tariff change.
3. Any proposed change to the tariffs on file with the Commission shall not be effective until reviewed and approved by the Commission.
4. Each utility shall post its applicable tariffs on a website or electronic information medium easily accessible to the general public or make the tariff available upon request to the utility.

D.G. No change

1. No change
2. No change
3. No change
4. No change
5. No change
6. No change

E.H. No change

F.I. No change

G.J.— No change

**TITLE 14. PUBLIC SERVICE CORPORATIONS; CORPORATIONS AND
ASSOCIATIONS; SECURITIES REGULATION**

CHAPTER 2. CORPORATION COMMISSION - FIXED UTILITIES

ARTICLE 5. TELEPHONE UTILITIES

- R14-2-501. Definitions
- R14-2-507. Provision of Service
- R14-2-509. Termination of Service
- R14-2-510. Administrative and Hearing Requirements

R14-2-501. Definitions

In this Article, unless the context otherwise requires, the following definitions shall apply:

1. No change
2. No change
3. No change
4. No change
5. No change
6. No change
7. No change
8. No change
9. No change
10. No change
11. No change
12. No change
13. No change
14. No change
15. No change
16. No change
17. No change
18. No change
19. No change
20. No change
21. No change
22. No change
23. No change
24. No change

R14-2-507 Provision of Service

- A. No change
- B. No change
 1. No change
 2. No change

3. No change
4. No change
5. No change
- C. No change
 1. No change
 2. No change
- D. Service interruptions
 1. No change
 2. No change
 3. No change
 4. When a utility plans to interrupt service for more than four hours to perform necessary repairs or maintenance, the utility shall attempt to inform affected customers at least 2448 hours in advance of the scheduled date and estimated duration of the service interruption. Such repairs shall be completed in the shortest possible time to minimize the inconvenience to the customers of the utility.
 5. The Commission, Consumer Services Section, shall be notified of any major-interruptions in service affecting the entire system or any major-division significant portion thereof. The interruption of service and cause shall be reported by submitting an Outage Report Form via online submission or by telephone call, which is followed by a written report, within two hours after the responsible representative of the utility is made aware of said interruption.
- E. No change

R14-2-509. Termination of service

- A. Non-permissible reasons to disconnect service. A utility may not disconnect service for any of the reasons stated below:
 1. No change
 2. No change
 3. No change
 4. No change
 5. A utility shall not terminate residential service where the customer has an inability to pay and the customer can establish, on an annual basis, through medical documentation that, in

the opinion of a licensed medical practitioner, termination would be especially dangerous to the health of a customer or a permanent resident residing on the customer's premises.

6. Residential service to customers who have an inability to pay will not be terminated until all of the following have been completed:

a. The customer has been informed of the availability of funds from various government and social assistance agencies and methods of contacting those agencies.

b. If applicable, a third party previously designated by the customer has been notified, has been given three days to make arrangements to pay the outstanding utility bill, and has not made arrangements to pay the outstanding utility bill.

c. The customer or an adult resident has been notified in person at the address where service is provided at least 48 hours before the date upon which termination would occur. The utility shall make at least two efforts for in-person contact and shall provide two written notices posted at the customer's residence in connection with these efforts, in conspicuous locations at the customer's residence, such as a front door and by the garage door.

d. The utility shall telephone the customer after completion of the requirements of subsection (6) (c).

7. A utility shall maintain records for three years demonstrating compliance with subsection (A)(6).

8. A customer utilizing the provisions of subsection (A)(5) or (A)(6) above may be required to enter into a deferred payment arrangement with the utility within 10 days after the scheduled termination date.

5.9. Failure to pay the bill of another customer as guarantor thereof unless guarantor does not make acceptable payment arrangements.

6.10. Disputed bills where the customer has complied with the Commission's rules on complaints customer bill disputes.

11. A utility shall not terminate residential service unless the utility's office or business facilities, including call centers, are open or available is open to the public on the day of termination and the day following the day of termination.

B. No change

1. No change

- a. No change
 - b. No change
- 2. No change
- 3. No change
- C. No change
 - 1. No change
 - a. No change
 - b. No change
 - c. No change
 - d. No change
 - e. No change
 - f. No change
 - g. No change
 - 2. No change
- D. Termination notice requirements
 - 1. No utility shall terminate service to ~~any of its~~ a customers without providing advance ~~written~~ notice, using the customer's preferred method of communication on file, to the customer of the utility's intent to disconnect service, except under those conditions specified where advance ~~written~~ notice is not required.
 - 2. Such advance ~~written~~ notice shall contain, at a minimum, the following information:
 - a. No change
 - b. The utility ~~rules or regulation~~ tariff that was violated and explanation thereof or the amount of the bill which the customer has failed to pay in accordance with the payment policy of the utility, if applicable.
 - c. No change
 - d. No change
 - e. A statement advising the customer that the utility's stated reason for the termination of services may be disputed by contacting the utility at a specific address or phone number, advising the utility of the dispute and making arrangements to discuss the cause for termination with a responsible employee of the utility in advance of the scheduled date of termination. The responsible employee shall be empowered to

resolve the dispute and the utility shall retain the option to terminate service after affording this opportunity for a meeting and concluding that the reason for termination is just and advising the customer of his or her right to file a complaint with the Commission.

3. Where applicable, a copy of the termination notice will be simultaneously forwarded to designated third parties.

E. Timing of terminations with notice

1. Each utility shall be required to give at least ~~five~~ ten days advance ~~written~~ notice using the customer's preferred method of communication on file prior to the termination date.
2. Such notice shall be considered to be given to the customer when a copy thereof is left with the customer, using the customer's preferred method of communication on file and ~~or~~ posted first class in the United States mail, addressed to the customer's last known address.
3. If after the period of time allowed by the notice has elapsed and the delinquent account has not been paid nor arrangements made with the utility for the payment thereof or in the case of a violation of the utility's rules the customer has not satisfied the utility that such violation has ceased, the utility shall provide the customer a final electronic notice two days prior to the termination day specified and may then terminate service on or after the day specified in the notice without giving further notice.

4. No change
5. No change
6. No change

F. No change

1. No change
2. No change
 - a. No change
 - b. No change
 - c. No change
 - i. No change
 - ii. No change
 - iii. No change
 - iv. No change

- d. No change
- e. No change
- f. No change

G. Customer responsibility

- 1. A customer shall be financially responsible for any bill accrued when a utility is not permitted to disconnect service to the customer under subsection (A).
- 2. A customer shall be financially responsible for any bill accrued during periods when a utility is not permitted to disconnect service to the customer under subsection (A).
- 3. A customer shall enter into a payment plan, if the utility is not permitted to disconnect service to the customer under subsection (A) within 15 days of receiving utility notice under (H)(2).

H. Utility responsibility

- 1. When a utility is not permitted to disconnect service to the customer under subsection (A), the utility shall immediately notify the customer of the following:
 - a. The reason that the utility is not permitted to disconnect service,
 - b. The expected date on which service shall be disconnected, if applicable, and
 - c. The potential actions the customer may take to prevent the disconnection of service.
- 2. When a utility is not permitted to disconnect service to a customer under subsection (A), the utility shall immediately notify the customer of the requirement to enter into a payment plan

R14-2-510. Administrative and Hearing Requirements

A. No change

- 1. No change
- 2. No change
- 3. No change
- 4. The utility shall inform the customer of his or her right to appeal.
- 4.5. No change
 - a. No change
 - b. No change
 - c. No change
 - d. No change

B. Customer bill disputes

1. Any utility customer who disputes a portion of a bill rendered for utility service shall pay the undisputed portion of the bill and notify the utility's designated representative that such unpaid amount is in dispute prior to the delinquent date of the bill.
2. Upon receipt of the customer notice of dispute, the utility shall:
 - a. Notify the customer within five working days of the receipt of a written dispute notice.
 - b. Initiate a prompt investigation as to the source of the dispute.
 - c. Withhold disconnection of service until the investigation is completed and the customer is informed of the results. Upon request of the customer the utility shall report the results of the investigation in writing.
 - d. Inform the customer of his right of appeal to the Commission.
3. Once the customer has received the results of the utility's investigation, the customer shall submit payment within five working days to the utility for any disputed amounts. Failure to make full payment shall be grounds for termination of service. ~~Prior to termination inform the customer of his right of appeal to the Commission.~~

C. Commission resolution of service and/or bill disputes

1. In the event a customer and utility cannot resolve a service and/or bill dispute, the customer shall file a written statement of dissatisfaction with the Commission; by submitting such notice to the Commission, the customer shall be deemed to have filed an informal complaint against the Utility.
2. Within 30 days of the receipt of a written statement of customer dissatisfaction related to a service or bill dispute, a designated representative of the Commission shall endeavor to resolve the dispute by correspondence and/or telephone with the utility and the customer. If resolution of the dispute is not achieved within 20 days of the Commission representative's initial effort, the Commission shall hold an informal hearing to arbitrate the resolution of the dispute. The informal hearing shall be governed by the following rules:
 - a. Each party may be represented by legal counsel, if desired.
 - b. All such informal hearings may be recorded or held in the presence of a stenographer.

- c. All parties will have the opportunity to present written or oral evidentiary material to support the positions of the individual parties.
 - d. All parties and the Commission's representative shall be given the opportunity for cross-examination of the various parties.
 - e. The Commission's representative will render a written decision to all parties within five working days after the date of the informal hearing. Such written decision of the arbitrator is not binding on any of the parties and the parties will still have the right to make a formal complaint to the Commission.
- 3. The utility may implement normal termination procedures if the customer fails to pay all bills rendered during the resolution of the dispute by the Commission.
 - 4. Each utility shall maintain a record of written statements of dissatisfaction and their resolution for a minimum of one year and make such records available for Commission inspection.

B.D. No change

- 1. No change
- 2. No change
 - a. No change
 - b. No change
 - c. No change
- 3. No change

C.E. No change

- 1. No change
- 2. No change
 - a. No change
 - b. No change
 - c. No change
 - d. No change
 - e. No change
- 3. No change

F. Filing tariffs

1. Each utility shall file with the Commission tariffs which are in compliance with the rules and regulations promulgated by the Arizona Corporation Commission within 120 days of the effective date of such rules.
2. Each utility shall file with the Commission any proposed changes to the tariffs on file with the Commission; such proposed changes shall be accompanied by a statement of justification supporting the proposed tariff change.
3. Any proposed change to the tariffs on file with the Commission shall not be effective until reviewed and approved by the Commission.
4. Each utility shall post its applicable tariffs on a website or electronic information medium easily accessible to the general public or make the tariff available upon request to the utility.

D.G. No change

1. No change
2. No change

E.H. No change

1. No change
2. No change
3. No change
4. No change
5. No change
6. No change
 - a. No change
 - b. No change
 - c. No change

7. No change
8. No change

F.I. No change

1. No change
2. No change
3. No change

G.J.— No change

1. No change

2. No change
3. No change
4. No change
5. No change
6. No change

H.K.

I.L.

J.M.

**TITLE 14. PUBLIC SERVICE CORPORATIONS; CORPORATIONS AND
ASSOCIATIONS; SECURITIES REGULATION**

CHAPTER 2. CORPORATION COMMISSION - FIXED UTILITIES

ARTICLE 6. SEWER UTILITIES

- R14-2-601. Definitions
- R14-2-607. Provision of Service
- R14-2-609. Termination of Service
- R14-2-610. Administrative and Hearing Requirements

R14-2-601. Definitions

In this Article, unless the context otherwise requires, the following definitions shall apply.

1. No change
2. No change
3. No change
4. No change
5. No change
6. No change
7. No change
8. No change
9. No change
10. No change
11. No change
12. No change
13. No change
14. No change
15. No change
16. No change
17. No change
18. No change
19. No change
20. No change
21. No change
22. No change
23. No change
24. No change
25. No change
26. No change
27. No change
28. No change
29. No change

30. No change

31. No change

R14-2-607 Provision of Service

A. No change

1. No change

2. No change

B. No change

1. No change

2. No change

C. No change

1. No change

2. No change

3. No change

D. Service interruption

1. No change

2. No change

3. No change

4. When a utility plans to interrupt service for more than four hours to perform necessary repairs or maintenance, the utility shall attempt to inform affected customers at least 2448 hours in advance of the scheduled date and estimated duration of the service interruption. Such repairs shall be completed in the shortest possible time to minimize the inconvenience to the customers of the utility.

5 The Commission, Consumer Services Section, shall be notified of any interruptions in service affecting the entire system or any ~~major division~~ significant portion thereof. The interruption of service and cause shall be ~~reported within four hours after the responsible representative of the utility becomes aware of said interruption by telephone to the Commission~~ reported by submitting an Outage Report Form via online submission or by telephone call, which is followed by a written report, within two hours after the responsible representative of the utility is made aware of said interruption. and followed by a written report to the Commission.

E. No change

R14-2-609. Termination of Service

A. Non-permissible reasons to disconnect service. A utility may not disconnect service for any of the reasons stated below:

1. No change
2. No change
3. No change
4. No change
5. No change

6. Residential service customers who have an inability to pay will not be terminated until all of the following have been completed:

- a. The customer has been informed of the availability of funds from various government and social assistance agencies and methods of contacting those agencies.
- b. If applicable, a third party previously designated by the customer has been notified, has been given three days to make arrangement to pay the outstanding utility bill, and has not made arrangements to pay the outstanding utility bill.
- c. The customer or an adult resident has been notified in person at the address where service is provided at least 48 hours before the date upon which termination would occur. The utility shall make at least two efforts for in-person contact and shall provide two written notices posted at the customer's residence in connection with these efforts, in conspicuous locations at the customer's residence, such as a front door and by the garage door.
- d. The Utility shall telephone the customer after completion of the requirements of subsection (6) (c).

7. A utility shall maintain records for three years demonstrating compliance with this subsection (A)(6).

8. A customer utilizing the provisions of subsection (A)(5) and (A)(6) above may be required to enter into a deferred payment arrangement with the utility within 10 days after the scheduled termination date.

9. Failure to pay the bill of another customer as guarantor thereof.

10. A utility shall not terminate residential service unless the utility's office or business facilities, including call centers are open and/or available open to the public on the day of termination and the day following the day of termination.

B. No change

1. No change
 - a. No change
 - b. No change
2. No change
3. No change

C. Termination of service with notice

1. No change
 - a. No change
 - b. No change
 - c. No change
 - d. No change
 - e. No change
 - f. When necessary for the utility to comply with an order of any governmental agency having such jurisdiction-, or
 - g. Unauthorized resale of equipment or service.
2. No change

D. Termination notice requirements

1. No utility shall terminate service to ~~any of its~~ a customers without providing advance ~~written notice to the customer,~~ using the customer's preferred method of communication on file, of the utility's intent to disconnect service, except under those conditions specified where advance ~~written~~ notice is not required.
2. Such advance ~~written~~ notice shall contain, at a minimum, the following information:
 - a. No change
 - b. The utility ~~Commission rule or regulation~~ tariff that was violated and explanation thereof or the amount of the bill which the customer has failed to pay in accordance with the payment policy of the utility, if applicable.
 - c. No change

d. A statement advising the customer to contact the utility at a specific address or phone number for information regarding any deferred payment or other procedures which the utility may offer or to work out some other mutually agreeable solution to avoid termination of the customer's service.

d.e. No change

3. Where applicable, a copy of the termination notice will be simultaneously forwarded to designated third parties.

E. Timing of terminations with notice

1. Each utility shall be required to give at least ~~five~~ ten days' advance ~~written~~ notice using the customer's preferred method of communication on file prior to the termination date.

2. Such notice shall be considered to be given to the customer when a copy thereof is left with the customer, using the customer's preferred method of communication on file and ~~or~~ posted first class in the United States mail, addressed to the customer's last known address.

3. If after the period of time allowed by the notice has elapsed and the delinquent account has not been paid nor arrangements made with the utility for the payment thereof or in the case of a violation of the utility's rules the customer has not satisfied the utility that such violation has ceased, the utility shall provide the customer a final notice using the customer's preferred method of communication on file, two days prior to the termination day specified and may then terminate service on or after the day specified in the notice without giving further notice.

4. Service may only be disconnected in conjunction with a personal visit to the premises by an authorized representative of the utility.

5. The utility shall have the right (but not the obligation) to remove any or all of its property installed on the customer's premises upon the termination of service.

F. No change

1. No change

2. No change

G. Customer responsibility

1. A customer shall be financially responsible for any bill accrued during periods when a utility is not permitted to disconnect service to the customer under subsection (A).

2. A customer shall enter into a payment plan if the utility is not permitted to disconnect service to the customer under subsection (A) within 15 days of receiving utility notice under (H)(2).

H. Utility responsibility

1. When a utility is not permitted to disconnect service to the customer under subsection (A), the utility shall immediately notify the customer of the following:
 - a. The reason that the utility is not permitted to disconnect service,
 - b. The expected date on which service shall be disconnected, if applicable, and
 - c. The potential actions the customer may take to prevent the disconnection of service.
2. When a utility is not permitted to disconnect service to a customer under subsection (A), the utility shall immediately notify the customer of the requirement to enter into a payment plan.

R14-2-610. Administrative and Hearing Requirements

A. No change

1. No change
2. No change
3. No change
4. No change
5. No change
 - a. No change
 - b. No change
 - c. No change
 - d. No change

B. Customer bill disputes

1. Any utility customer who disputes a portion of a bill rendered for utility service shall pay the undisputed portion of the bill and notify the utility's designated representative that such unpaid amount is in dispute prior to the delinquent date of the bill.
2. Upon receipt of the customer notice of dispute, the utility shall:
 - a. Notify the customer within five working days of the receipt of a written dispute notice.
 - b. Initiate a prompt investigation as to the source of the dispute.

- c. Withhold disconnection of service until the investigation is completed and the customer is informed of the results. Upon request of the customer the utility shall report the results of the investigation in writing.
 - d. Inform the customer of his right of appeal to the Commission.
- 3. Once the customer has received the results of the utility's investigation, the customer shall submit payment within five working days to the utility for any disputed amounts. Failure to make full payment shall be grounds for termination of service.
- C. Commission resolution of service and/or bill disputes
 - 1. In the event a customer and utility cannot resolve a service and/or bill dispute, the customer shall file a written statement of dissatisfaction with the Commission; by submitting such notice to the Commission, the customer shall be deemed to have filed an informal complaint against the utility.
 - 2. Within 30 days of the receipt of a written statement of customer dissatisfaction related to a service or bill dispute, a designated representative of the Commission shall endeavor to resolve the dispute by correspondence and/or telephone with the utility and the customer. If resolution of the dispute is not achieved within 20 days of the Commission representative's initial effort, the Commission shall hold an informal hearing to arbitrate the resolution of the dispute. The informal hearing shall be governed by the following rules:
 - a. Each party may be represented by legal counsel, if desired.
 - b. All such informal hearings may be recorded or held in the presence of a stenographer.
 - c. All parties will have the opportunity to present written or oral evidentiary material to support the positions of the individual parties.
 - d. All parties and the Commission's representative shall be given the opportunity for cross-examination of the various parties.
 - e. The Commission's representative will render a written decision to all parties within five working days after the date of the informal hearing. Such written decision of the arbitrator is not binding on any of the parties and the parties will still have the right to make a formal complaint to the Commission.

3. The utility may implement normal termination procedures if the customer fails to pay all bills rendered during the resolution of the dispute by the Commission.
4. Each utility shall maintain a record of written statements of dissatisfaction and their resolution for a minimum of one year and make such records available for Commission inspection.

B.D. No change

1. No change
2. No change

C.E. No change

1. No change
2. No change
3. No change
4. No change
5. No change
6. No change
 - a. No change
 - b. No change
 - c. No change
7. No change
8. No change

F. Filing tariffs

1. Each utility shall file with the Commission tariffs which are in compliance with the rules and regulations promulgated by the Arizona Corporation Commission within 120 days of the effective date of such rules.
2. Each utility shall file with the Commission any proposed changes to the tariffs on file with the Commission; such proposed changes shall be accompanied by a statement of justification supporting the proposed tariff change.
3. Any proposed change to the tariffs on file with the Commission shall not be effective until reviewed and approved by the Commission.
4. Each utility shall post its applicable tariffs on a website or electronic information medium easily accessible to the general public or make the tariff available upon request to the utility.

D.G. No change

1. No change

2. No change

3. No change

4. No change

5. No change

E.H. No change

F.I. No change

G.J.— No change